# ANNUAL REPORT
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1990
Alberta
Social Care
Facilities
Review
Committee

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE

91-05786/

# 1990 Alberta Social Care Facilities Review Committee

Submitted to
The Honourable
John Oldring
Minister of
Family and
Social Services

January 1 to December 31, 1990

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE

#404, Energy Square Building, 10109 - 106 Street, Edmonton, Alberta, Canada T5J 3L6 403/427-3010

In Replying Please Quote:

February 28, 1991

The Honourable John Oldring
Minister of Family and Social Services
Room 104
Legislature Building
Edmonton, Alberta
T5K 2B6

Dear Mr. Oldring:

The Social Care Facilities Review Committee has the honour to present their 1990 report to you.

During the calendar year of 1990, the committee made 1,302 visits to social care facilities in Alberta.

In this report we have endeavoured to provide you with an overview of the operations of these facilities.

Sincerely,

Walter Paszkowski

Walter Paszkowski
Chairman

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# Chairman's Report

This report details visits to social care facilities throughout the Province of Alberta during 1990 by members of the Social Care Facilities Review Committee.

The report summarizes activities of the committee members who had the opportunity to meet many of the individuals who offer and receive social care services throughout the province.

The committee members acknowledge with thanks the courtesy and hospitality shown by the staff of the various agencies, boards and associations, and by the administrators and volunteers who have made significant contributions to both children and adults with special needs.

The committee, through the Chairman, maintains close liaison with the Minister of Family and Social Services, The Honourable John Oldring, regarding its activities. Some of the facilities involve other departments including the Ministries of the Solicitor General's Department and the Alberta Department of Health. Their ongoing cooperation has been sincerely appreciated.

During the year, representatives from the Department of Family and Social Services provided the committee with information regarding program changes through meetings, special presentations and conferences.

*Walter Paszkowski, Chairman*

The committee would like to offer special thanks to retiring members, Mr. George Abma and Mr. Ted Kensington for their efforts and contribution to the overall success of the committee's activities during their term as members of the Social Care Facilities Review Committee.

# Committee Members

| | | | |
|---|---|---|---|
| **Chairman:** | Walter Paszkowski, MLA<br>Smoky River | | Sexsmith |
| **Vice-Chairman:** | Marilyn Sereda | | Edmonton |
| **Members:** | Hazel Cail | | Camrose |
| | Karen Clipperton | | Sherwood Park |
| | Ute Davies | | Calgary |
| | Ruby Hill | | Lethbridge |
| | Christina Jones | | McLennan |
| | Bonnie Laing, MLA<br>Calgary/Bow | | Calgary |
| | T. Edward Poppitt | | Calgary |
| | Lee Urquhart | | Red Deer |
| | Sherrolynne Wilcox | | Beaverlodge |
| | Jean Wright | | Vermilion |
| **Committee Changes:** | George Abma | (Retired) | Edmonton |
| | Ted Kensington | (Retired) | Sherwood Park |
| **Staff:** | Evelyn Bliss<br>Administrative Assistant | | Edmonton |
| | Sandy Molstad<br>Secretary | | Edmonton |

Members are appointed by the Lieutenant-Governor-in-Council.

The committee members wish to express thanks and appreciation to George Abma and Ted Kensington who served so willingly and effectively during their terms of office as committee members.

# Role of the Committee

The Social Care Facilities Review Committee Act was passed by the Legislative Assembly, of Alberta in 1980, and amended in 1985. Under this Act, the Social Care Facilities Review Committee was established. The committee consists of 12 members appointed by the Lieutenant-Governor-in-Council. Those appointed are from various parts of the Province and include two Members of the Legislative Assembly.

The committee reviews and inspects all social care facilities, observing the manner in which they are operated. These facilities may receive part or all of their funding from the Government of Alberta. Group homes, foster homes, day care centres, adult care centres, hostels, emergency shelters and vocational training centres are visited under the mandate of the committee. During 1987, an amendment to the Social Care Facilities Licensing Act was passed to include licensed family day homes and nursery schools under the committee's mandate.

The Minister of Family and Social Services may request that the committee visit a facility to report on any matter that the Minister specifies. For the purpose of carrying out the regular visit or an investigation under the Social Care Facilities Review Committee Act, the committee may enter a facility unannounced at any reasonable hour.

While visiting social care facilities, members try to speak to all those involved, listening to concerns, comments, or suggestions which would serve to improve the quality of care. Depending on the facility, the committee communicates with residents and their relatives, employees, administrators, board members, councillors, members of sponsoring organizations or the public.

The committee meets at least monthly to review the results of these visits, as well as to make suggestions, and to respond to enquiries connected with the committee's experience and activities.

# Observations

## Alberta Alcohol and Drug Abuse Commission (AADAC)

The committee recognizes the significant programs and services provided by the Commission. Clients are supported in a positive and caring atmosphere. The involvement of family members in counselling and treatment programs continues to be beneficial.

The committee noted innovative programs with upgraded facilities as well as implementation of new techniques in treatment programs. Committee members visited counselling centres, detoxification centres and residential programs. AADAC continued to provide a variety of professional training opportunities for the staff.

The public awareness programs provided by the Commission emphasize the services, programs and facilities available.

## Child Welfare Facilities

Child welfare facilities have demonstrated the ability to meet the needs of children in their care and to prepare them with the life skills necessary to take a more independent role in society.

The committee encourages these agencies to continue the emphasis on staff development programs to prepare the staff to meet the challenges of providing services for the children.

## Day Care Facilities

### Day Care Centres

In 1990, the committee visited 500 day care centres throughout the province. Of these centres, 238 were located in Edmonton, 148 in Calgary, 40 in the South Region, 37 in the Central Region, 20 in the Northeast Region and 17 in the Northwest Region.

The Day Care Licensing Policy Manual, currently under revision, was beneficial in assisting the operators to interpret the regulations.

Overall, there was an improvement in the quality of care provided in the majority of facilities. Deficiencies noted in some centres resulted in more frequent monitoring by the committee. The process of monitoring day care centres is improving the quality of care.

Day care staff have become more aware of their responsibilities in relation to recognizing and reporting suspected child abuse cases.

The committee feels the recently revised day care regulations and standards of training for day care staff should have a positive impact on the quality of child care.

In recognition of the staffs' achievement in furthering their training, it would be appropriate to have their certificates and diplomas displayed in the centre.

Menu planning, in accordance with the Canada Food Guide and with the assistance of a qualified dietitian, is beneficial to operators in providing nutritious meals and snacks. The importance of appropriate and sanitary food handling practices should be emphasized. Pleasant and appealing presentation of food and age appropriate table settings should be encouraged.

The committee continues to recommend that space allocation for centres be adequate and appropriate for child development. This space should not include areas utilized as kitchens, bathrooms, stairwells and hallways. Operators should be encouraged to provide an adequate, natural and safe playground area.

It is important that fire regulations and health and safety guidelines are observed to ensure the well-being of the child.

Planning and implementation of stimulating programs which meet the developmental growth needs of the child are also an important aspect of quality day care.

It is increasingly important for parents to take a more active role in the selection and monitoring of their child's day care facility. New day care regulations have provided more flexibility in choosing the appropriate child care facility to meet individual needs.

**Licensed Family Day Homes**

The committee visited 33 licensed family day homes throughout the province in 1990.

The Family Day Home Program Manual is proving beneficial in assisting day home agencies to interpret the regulations and to provide information regarding standards of care. The committee suggests that all licensed family day home providers be supplied with suitable individual manuals and encouraged to familiarize themselves with the contents.

Regulations governing licensed family day homes and those operated through agencies should be consistent.

Family day home operators should be encouraged to provide stimulating and varied programs.

**Nursery Schools**

In 1990, the committee visited 167 nursery schools throughout the province. These facilities provide part-time care with the objective of developing the child's social skills through interaction with other children.

Intensive parental commitment and involvement in the operation of the nursery schools provides a natural monitoring mechanism.

Programming, in most cases, appears to be appropriate and stimulating for the child's socialization and creativity; however the sponsoring group should provide resource materials to directors requiring assistance with program planning.

**Programs for School Age Children**

Licenses for after school facilities are issued by the Department of Family and Social Services; the operating standards and staff requirements are established by the municipalities in which they are located.

To ensure quality care, consideration should be given to standardization of operational guidelines or regulations to make them more uniform throughout the province.

The programming and equipment provided should be age appropriate.

The development of out-of-school programs in schools and community centres should be encouraged as they appear to provide a suitable setting for this age group.

## Foster Homes

It was noted during visits in 1990 that most of the foster homes provided suitable care for the children.

The complexity of problems facing children and foster families contribute to a potentially stressful situation. Recent changes in the Alberta Foster Care Program should provide some relief to the families involved and continue to provide high standards of care.

It is encouraging to see that specialized training is now being provided to enable foster parents to meet the challenging emotional and behavioral needs of the child in care.

There appears to be a need for additional foster homes in the province.

The committee members appreciate the privilege of visiting foster homes and the welcome they receive.

## Group Homes

Group homes are established to provide physically disabled, mentally handicapped and emotionally disturbed individuals with a safe, healthy and comfortable homelike environment.

The committee recognizes that although there are some handicapped individuals who require long-term, stable group home situations, there are also many handicapped individuals who benefit from moving to a more independent lifestyle. Activities provided should assist the residents in enhancing their involvement in the community.

The agency should ensure that qualifications of staff employed in these settings are appropriate and that staff receive training on an ongoing basis. A good orientation program and ongoing in-service training would assist staff in becoming more sensitive to the needs of their clients.

## Mental Health Facilities

Community based mental health facilities provide a wide range of services and ensure a secure environment for those individuals making the transition back into society.

In some instances, an informal neighborhood advisory group has been formed to assist operators and clients with various activities which promote integration into the community. The committee would like to encourage more community involvement.

## Single Men's Hostels

The committee commends the various agencies and communities for providing facilities to shelter men in need of temporary accommodation.

As well as supplying counselling, job support and medical referrals, these facilities act as a safety net for individuals requiring these services. It was noted that as further needs are identified, the men are directed to the appropriate areas of assistance.

## Special Care Homes for the Aged

These facilities fill a need in offering minimum care and lodging to senior citizens who have made the transition from an independent lifestyle to a semi-independent living situation. Some also provide personal care, assistance and supervision to the residents as required.

## Vocational Training Centres

The committee visited 47 vocational rehabilitation centres in Alberta in 1990.

The agencies and staff members have demonstrated a great deal of innovation and initiative in developing programs suited to the needs of the clients, and which enabled them to participate in their community. The business community is to be commended for the provision of employment opportunities for handicapped individuals.

## Women's Emergency Shelters

The committee would like to recognize the dedication of the many staff and volunteers in women's emergency shelters throughout the province. In 1990, the Social Care Facilities Review Committee visited 13 women's emergency shelters.

There appears to be a continuing need for the development of counselling programs for children who are victims of violence. It is encouraging to note that some agencies and organizations have developed counselling programs.

As a result of increased public awareness, the present facilities appear to frequently operate at maximum capacity.

# Summary of Recommendations

1. A Family Day Home Policy Manual should be made available for all licensed family day home operators to provide guidance and to ensure good quality care in such areas as health, safety, fire regulations, menu planning and programming.

2. A thorough review of the regulations and guidelines governing group homes should be undertaken in the near future to ensure uniformity of standards in care.

# Appendix I
# Complaints Received

The Committee receives written and telephone complaints (in addition to any received during visits) about the care, treatment and standard of accommodation afforded to individuals residing in, or cared for by, a social care facility. Complaints may be registered by staff, administrators, parents, other relatives or any individual.

The committee received 14 complaints during 1990. Of these, 2 were related to day care and 9 to group/adult homes. The remainder were appropriately referred.

All concerns are treated confidentially and are investigated as soon as possible.

# Appendix II
# Visit Summary

| Type of Facility Visited | Calgary | Central | Edmonton | Northeast | Northwest | South | Totals |
|---|---|---|---|---|---|---|---|
| Alberta Alcohol and Drug Abuse Commission Facilities | 5 | – | 2 | 2 | 2 | 3 | 14 |
| Child Welfare Facilities | 28 | 11 | 16 | 9 | 6 | 8 | 78 |
| Day Care Facilities: | | | | | | | |
| Day Care Centres | 148 | 37 | 238 | 20 | 17 | 40 | 500 |
| Family Day Homes | 10 | 3 | 10 | 4 | 5 | 1 | 33 |
| Nursery Schools | 28 | 14 | 81 | 25 | 9 | 10 | 167 |
| Programs for School Age Children | 82 | 8 | 105 | 10 | 5 | 15 | 225 |
| Foster Homes | 8 | 14 | 35 | 8 | 5 | 9 | 79 |
| Group Homes | 29 | 31 | 38 | 6 | 1 | 13 | 118 |
| Mental Health Facilities | – | – | 13 | – | – | – | 13 |
| Single Men's Hostels | 2 | – | 4 | – | – | – | 6 |
| Special Care Homes for the Aged | 3 | 1 | 1 | – | – | 4 | 9 |
| Vocational Training Centres | 9 | 4 | 11 | 9 | 3 | 11 | 47 |
| Women's Emergency Shelters | 2 | 1 | 4 | 3 | 1 | 2 | 13 |
| **Totals:** | 354 | 124 | 558 | 96 | 54 | 116 | 1,302 |
| **Total Number of Facilities Visited:** | | | | | | | 1,302 |

# Appendix III
# Location of Committee Office

The Social Care Facilities Review Committee is located at:

#404, Energy Square Building
10109 - 106th Street
Edmonton, Alberta
T5J 3L6

**Telephone Number:**

(403) 427-3010

**Contact Person(s):**

Marilyn Sereda, Vice-Chairman
Evelyn Bliss, Administrative Assistant